



State of Arizona
Department of Administration

BUSINESS CONTINUITY PLANNING

WORKSHOP





WHAT IS OUR
ASSIGNMENT?



MEMORANDUM

OFFICE OF THE GOVERNOR EXECUTIVE OFFICE

TO: All State Agencies
FROM: Governor Napolitano
DATE: January 27, 2003
RE: State Coordinated Emergency Response Plans – Governor's Executive Order 2003-05

On January 13, 2003, I signed Executive Order 2003-05, regarding State Coordinated Emergency Response Plans. This Executive Order directs all agencies and institutions to prepare and provide plans to continue the delivery of essential State services and the security of their customers and employees, in the event of a human-made or natural disaster. *All* executive branch agencies and institutions, *without exemption*, are required to comply with the Executive Order within 120 days (May 13, 2003). As part of these plans, I am additionally requesting that all agencies and institutions review and reevaluate current plans and procedures for the security and unauthorized access to sensitive documents.

In November 2001, most agencies were asked to develop plans for responding to and recovering from natural or man-made incidents that might disrupt State business functions. In addition, many agencies attended a program addressing Business Continuity Planning sponsored by the Department of Administration and the Government Information Technology Agency, that provided a general framework for the development of such plans. Business Continuity Plans were to have been submitted by April 26, 2002. Most agencies complied; some did not.

I have not exempted any agency from compliance. If your agency submitted a Business Continuity Plan last year, it should be reviewed, reevaluated and resubmitted with any necessary updates or other revisions in order to comply with my Executive Order. If your agency was exempted or failed to respond last year, you must now submit an Emergency Response Plan. All plans must be submitted on CD-ROM.

To assist the review of formulation of your Emergency Response Plan, the Department of Administration is planning several workshops. You will receive a schedule of these workshops shortly, and I recommend representatives of your agency attend or re-attend. In addition, the Department of Administration will provide guidelines and a checklist to assist in formulating your Emergency Response Plan.

Thank you for your attention to these important matters.

OBJECTIVES

- Define the assignment
- Understand the ERP statewide
- Understand basic principles of Business Continuity Plan
- Understand template offered to complete your agency business continuity plan
- Obtain contact names for assistance
- Receive information regarding further training opportunities



DEFINITIONS



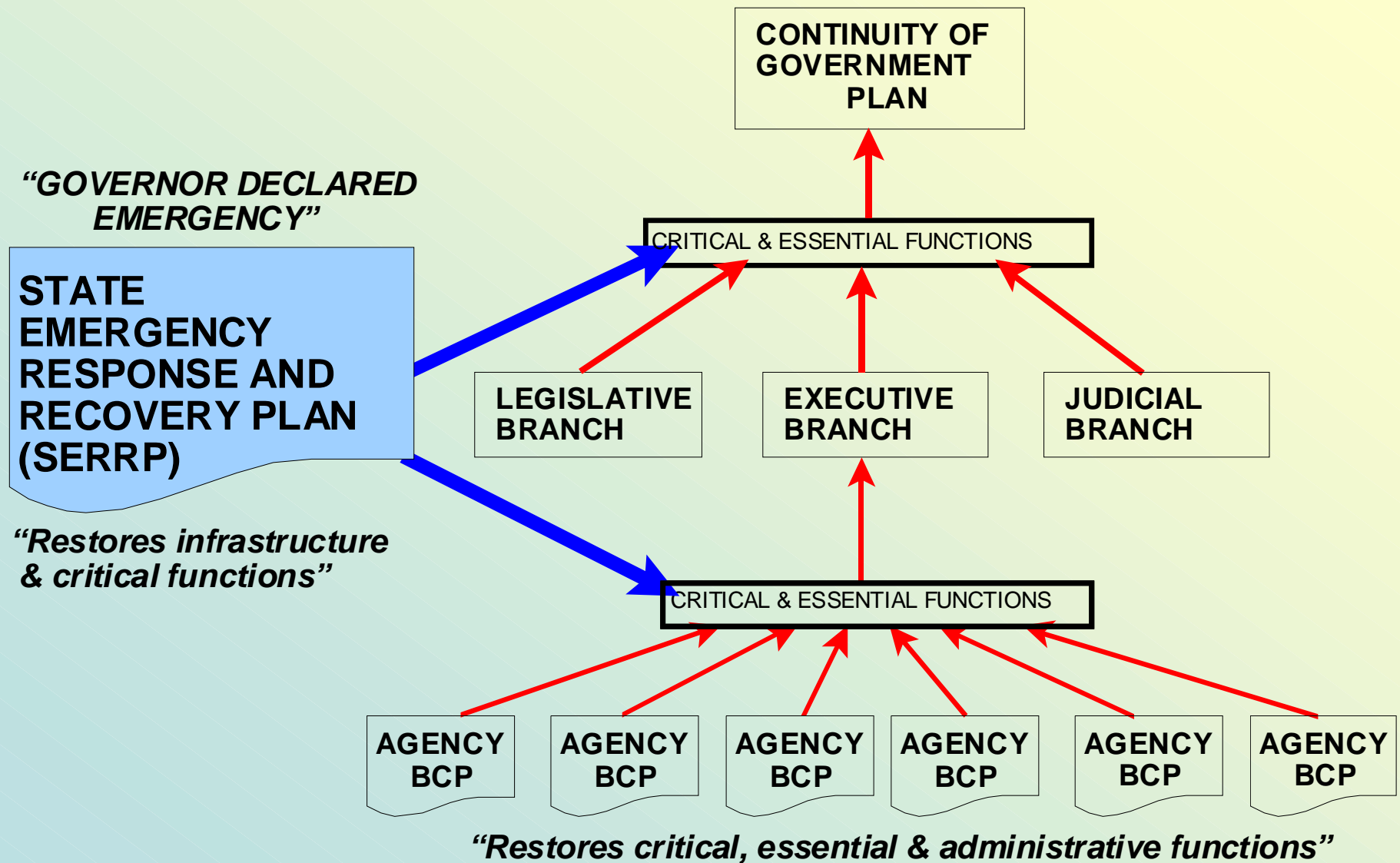
EMERGENCY RESPONSE PLAN –

first few minutes until Fire & Police arrive on scene, they take over the emergency, you take over the business continuity plan.

BUSINESS CONTINUITY PLANNING –

resume operations, services and production to continue business keeping extraordinary expenses at a minimum.







WORKPLACE



VIOLENCE



HoT!

Business Impact Analysis

- Definition
- Core Business Processes
 - Critical
 - Essential
 - Administrative

BIA Activity



Components

Approach

Data Collection

Resources

Decision Points


Deliverables



Strategy Development

- Agency Maximum Allowable Outage (MAO)
- Phases of BCP
 - Response
 - Resumption
 - Recovery
 - Restoration

Plan Development

- Forming Teams 
- Requirements for “Response” Phase
- Requirements for “Resumption, Recovery and Restoration” Phases
- BCP Template

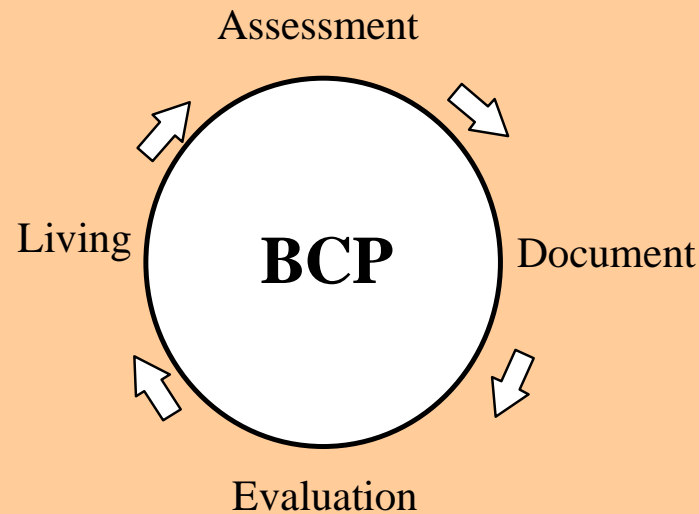
BCP Template

- 1 - Agency Identification
- 2 - Summary Areas of Responsibility
- 3 - Summary of Business Process
- 4 – Business Process Information
- 5 – Business Information and Documents
- 6 – Process Tasks
- 7 - Process Call Tree
- 8 – Internal Agency Dependencies
- 9 – External Dependencies
- 10 – External Contacts
- 11 – Customer Contacts
- 12 – Team Personnel
- 13 – Business Equipment Supplies
- 14 – Information Technology Applications
- 15 – Information Technology Server/Hardware
- 16 – Telecommunications
- 17 – Alternate Sites

GROUP ACTIVITY



Business Continuity Planning



Getting it Started!



SUMMARY



WEB PAGE: <http://www.security.az.gov>

CONTACT LISTS

NEXT TRAINING AVAILABLE

EXPECTATIONS

- **Along with a CD-ROM of the agency Business Continuity Plan (BCP), each agency Director must also include a transmittal letter to the Governor's Office by May 13, 2003, validating that the following activities have been accomplished:**
 - The BCP is accurate and complete.
 - The BCP will be reviewed on a quarterly basis for accuracy and completeness.
 - The BCP identifies all of the agency critical, essential and administrative business processes by phase (i.e., Response, Resumption, Recovery and Restoration).
 - Verifying that documented Emergency Response Plans, Evacuation Plans, and a Test Schedule with resulting from the last evacuation drill are available upon request.
 - Verifying that a physical security gap analysis for all facilities and associated staff has been completed and a plan to close the identified security gaps is available upon request.
 - Verifying that the last IT Vulnerability survey was completed and a plan to close the gaps is available upon request.
 - Verifying that the BCP will be tested on an annual basis and the plan will be modified as needed.



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WHAT'S NEXT?

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